



## Wickiup Water District - Rules & Regulations

- Water bills are issued six times a year, bi-monthly. Billing months are: JAN, MAR, MAY, JUL, SEP, NOV.
- **Payment is due by the 15th of the billing month.** Accounts are PAST DUE after the 15<sup>th</sup> of the billing month.
- To insure payments are properly credited to the appropriate account(s), please return the payment coupon located on the bottom of the water bill. Your account number should be noted on the check, money order, or online bill pay service. Patrons who use online bill pay and have more than one service account must remit payment for each account separately.
- It is the responsibility of each customer to allow enough time for payments to arrive by the due date, whether sent by mail or online bill pay to avoid late fees or interruptions to water service.
- Water accounts are set up in the name of the legal property owner for each service address. Water bills, notices, and all communications regarding account status will only be sent to the property owner. Property owners are responsible for payment of water bills and any associated costs or fees, regardless of the arrangements or other agreements between a property owner and his/her tenant(s).
- It is the responsibility of the property owner to advise the District when they vacate the property. Failure to notify the District could result in additional charges to your account.
- In order to insure timely payment and avoid assessment of a late fee, patrons should contact the District office if they do not receive their water bill by the 10<sup>th</sup> of the billing month. The District is not responsible for missing or undelivered mail.
- Maintenance staff cannot accept or process payments, nor provide information about account status. Please call the office at **(503) 458-6555** to obtain account information.
- Water meters are District property. Any changes of or to District equipment **MUST** be handled ONLY by the District's maintenance staff. Patrons are not authorized to install, move, repair or otherwise adjust water meters. Any damage to or tampering with District equipment may result in disconnect of water service or even removal of the water meter.
- Water service can only be turned on or turned off by the District's maintenance staff.

### PENALTY SCHEDULE:

A late fee of \$25.00 will be assessed on accounts still PAST DUE 30 days after the payment due date. (Water bills include the date late fees will be assessed, if payment is not received.)

Water service will be shut off on accounts still PAST DUE 40 days after the payment due date. Should it be necessary for the District to disconnect water service, a \$25.00 shut off fee will be assessed and a \$25.00 turn on fee will be assessed upon restoration of service.

A \$75.00 fee will be assessed on all checks not honored by the bank. Additionally, service is subject to immediate disconnect. Bank fees, applicable water shut off fees, water turn on fees, and other penalties allowed per District policy will be due and must be paid before service can be restored.

The Board of Commissioners meet the second Wednesday of every month at 6:30 p.m. The public is welcomed and encouraged to attend.